

COMMUNITY FACILITIES - EASTHAM LIBRARY

Town of Eastham Goals

The purpose of the planning process is to help a library identify and analyze community and library needs, determine library service responses¹, and develop goals and objectives which address both short term and long-range needs. This plan was produced using Planning for Results: A Public Library Transformation Process (Ethel Himmel and William James Wilson; ALA, 1998), a planning guide for public libraries.

The Eastham Public Library has undertaken the planning process for the following reasons:

- To determine the best allocation of financial resources;
- To uncover community needs not currently being met;
- To establish goals and objectives for the next 3-5 years;
- To identify the library's current users;
- To develop methods to make potential users aware of the resources available to them.

The planning process was initiated on December 18, 2000 by the Board of Library Trustees and Sue Lederhouse, Library Director. On January 31, 2001 a group of citizens representing a broad cross-section of the community (see appendix A) were invited to participate in the first stage of the planning process. At that meeting participants were asked to choose the “service responses” (see appendix B) that they felt the library should work toward during the next six years. Three sub-groups created from this community-planning group met during the spring of 2001 to create an updated mission statement for the library and develop goals and objectives for the long-range plan. After the mission statement, goals and objectives had been developed, the library staff met to determine an action plan for 2002-2004.

The plan produced by this process is a revision of the earlier plan covering the period from 1997-2000 and will serve as a blueprint to guide library service development for the next 3-5 years. It will be reviewed and revised each year to keep pace with the need for new objectives as old ones are met, new needs develop and conditions change.

- 4.7 Goal:** The community will have an improved and expanded library, which will include a large flexible gathering space.
- 4.8 Goal:** Through the library, individuals and organizations will have the ability to give and receive information about community services, organizations, events, activities and needs.
- 4.9 Goal:** Residents across all age groups will have a pleasant and inviting environment in which to meet and establish lifelong habits of library use.

¹ A Service Response is Awhat a library does for, or offers to, the public in an effort to meet a set of well-defined community needs.@ Planning for Results: The Guidebook, Himmel & Wilson, ALA, 1998, p. 54.

- 4.10 Goal:** Through library cooperation with local and other educational institutions, the community will have an appropriate learning environment that will meet the ever-increasing educational needs of its diverse population.
- 4.11 Goal:** Library users will have access to up-to-date technology, materials, equipment, and resources needed for research and study so that they can readily and efficiently access and retrieve print and electronic information.
- 4.12 Goal:** Through the library, the community will be able to utilize emerging technologies that provide access to local events, library programs, and current topics.

Existing Conditions

The Eastham Public Library was established in 1878 when Town Meeting appropriated \$175 to establish a Town Library. The first library was housed in a hall over George H. Clark's general store, which also served as the post office for the town. In 1891, the Village Improvement Society (VIS) was formed. The greatest ambition of this group was to have a permanent library building in the Town of Eastham. In 1897, William Henry Nickerson gave the land next to the Chapel in the Pines to the VIS to serve as the site for a Town Library. In 1898, the building was opened to the public under the conditions of an agreement by which the Library Trustees leased the building from the VIS for \$1/year. In 1903, the VIS signed over the lease to the Town for the sum of \$1. In tribute to the VIS, a sign still exists over the entrance to the library reading: AVIS Library 1897. In the fall of 1903, the building was raised and a basement added.

From 1906-1936, the library ran branches in North and South Eastham, mostly in residents' homes. These branches contained a few shelves of books and some magazines.

Electricity was added in 1927 but a toilet was not installed until 1934. An addition in 1961 doubled the usable space in the library. Several other improvements such as an additional toilet, a paved parking lot, the creation of workspace, and a children's room in the basement took place in intervening years. These improvements substantially increased the building size.

By 1985, the year-round population of Eastham had more than tripled since the 1961 expansion and library circulation had quadrupled. It was again time to expand. In May 1987, Town Meeting approved an appropriation of \$695,000 to fund an expansion and renovation of the library. The Proposition 2 1/2 exemption was subsequently approved by the voters and work began in June of that year. In July 1988, the renovated, expanded, present library of 8632 square feet designed by Gaffney Architects was opened to the public. The library has two floors with the lower level composed of children's room, board room, Eastham Historical Society archives, staff room, restroom, and storage and mechanical rooms. The upper level houses the adult fiction and non-fiction print and audiovisual collections, large print, reading room and reference/genealogy section as well as a staff workroom and restrooms.

The library is governed by an elected three-member Board of Library Trustees. The Board's authority is derived from Chapter 78, Sections 10 and 11 of the Massachusetts General Laws.

Section 11 states in part that “The board shall have the custody and management of the library...and of all property owned by the town relating thereto. All money raised or appropriated by the town for its support and maintenance shall be expended by the board, and all money or property which the town may receive by gift or bequest...shall be administered by the board...” The responsibilities of the Board of Library Trustees are also outlined in sections 3-8-9 and 3-8-10 of the Eastham Home Rule Charter adopted May 21, 1991. Responsibility for library management, collection development, and provision of library services to the public is delegated by the Board to the Director. The Director is appointed by and directly responsible to the Board and is an employee of the Town of Eastham.

The library in FY 02 had a staff of 3.8 FTE; up from the FY 96 figure of 3.5 FTE but still the lowest staffing of any Town library on the Cape with the exception of Truro.

The staff of the Eastham Public Library presently consists of three full-time staff members (the Director, Adult Services Librarian, and Youth Services Librarian) and two part-time staff members. The Adult Services Librarian is responsible for inter-library loan, reference, and automated services and acts in the absence of the Director. The Youth Services Librarian is responsible for all services to children and youth through high school. One part-time staff member is responsible for technical services; the other works on the circulation desk. The Director handles administrative matters, collection development, public relations, adult popular materials, and all other activities not previously mentioned.

The library is fortunate to have a corps of over 30 volunteers who assist at the circulation desk, shelve books, prepare new materials for circulation, file, prepare overdue notices and perform other related activities. It would be extremely difficult for the library to exist without their assistance. It is obvious, however, that volunteers cannot provide the same kind of consistency or range of service that additional trained staff could offer. This places a heavy burden on the existing staff. With static or diminished funding, the goal of providing a high level of service to an ever-increasing highly educated population is a constant challenge.

The 600+ member Friends of the Eastham Library also performs invaluable services which otherwise would not be available. They purchase subscriptions to periodicals, sponsor children’s programs, lease the library’s copier and create lovely gardens around the library.

The library is open 38 hours per week both winter and summer with a slight change in schedule from summer to winter. The library schedule is:

	Summer	Winter
Monday	10-4	closed
Tuesday	10-8	10-8
Wednesday	closed	10-4
Thursday	10-8	10-8
Friday	10-4	
Saturday	10-4	10-4
Sunday	closed	closed

Because of the lack of large meeting room facilities within the library, it has been impossible to do extensive programming. The Friends, however, have sponsored an annual "Love Your Library" day and book sale in conjunction with Valentine's Day. A monthly book discussion group led by the Adult Services Librarian and other special programs such as a writers' group, story hour and other children's programs are held in the conference room. Additional programs which require a larger space have been held at the Eastham United Methodist Church and at the Chapel in the Pines; a neighboring church. The Friends of the Library also sponsor an annual book/bake/plant sale to benefit the library and monthly programs on literary and cultural topics.

Mission Statement

The Eastham Public Library, established in 1878, is today a vital resource in a town whose population of approximately 5,453 quadruples during the summer months. The staff, volunteers, and library trustees strive to ensure a professional and friendly atmosphere, and to make the Library a dynamic center of the town of Eastham offering a common meeting ground for the diverse elements of the community. The Library provides both print and non-print materials through its collection and the CLAMS network, as well as wider access via current technology to resources and information. Additionally, recognizing the historical treasures of the area, the Library affords access to genealogical and local history materials in conjunction with the Eastham Historical Society.

In the next five years, the Eastham Public Library will continue to provide and expand upon current titles and topics in multiple formats. Students of all ages will experience a positive learning environment with services and materials available to facilitate their locating, evaluating, and use of information in support of both formal and informal education. For residents and visitors, the Library will serve as an information source for community services, agencies, organizations, and events. The Library will pursue plans to provide a large flexible gathering place for meetings, public discussions, and cultural activities. To meet the needs of its patrons, the Library will expand the range of up-to-date available technology and will intensify outreach efforts in order to broaden the base of citizens who utilize its services. The Library will continue to address the critical needs for increased space in all areas of the building in order to fulfill its mission.

Implementation

Recommended Town Actions

To meet the goals established in this section the Eastham Library should:

- A. Complete an assessment of current space, assessing and analyzing current space. Staff should keep a record of requests for meeting space that Library can and cannot fulfill.

- B. Develop a flexible meeting space that will accommodate at least 100 people by implementing the following activities:
- During 2002 and 2003 Trustees and library staff will plan steps to be taken toward a building expansion project and explore what other libraries have done during recent expansion projects.
 - Trustees and library director will initiate dialogue with the town administrator and other appropriate town officials regarding building expansion plans.
 - Trustees and library director will look into non-municipal funding that may be available for library expansion.
 - Trustees will initiate the process of forming a building committee.
- C. Develop expanded space to house a variety of materials in different formats.
- D. Establish cooperative efforts with the Eastham Historical Society and the Town of Eastham to provide improved access to, accommodation for, and the preservation of local historical and genealogical materials by implementing the following activities:
- Trustees and staff will continue to meet with the Eastham Historical Society regarding their needs, and involve them in space assessment and the planning process for building expansion.
 - Staff will involve the Eastham Historical Society in collection development in the areas of local history and genealogy.
 - The library director will conduct regular, organized meetings with archives staff/volunteers and will assist the Eastham Historical Society in finding a larger number of reliable volunteers to staff archives.
- E. Should make at least 5 new contacts with community organizations and services offering the library as a clearinghouse for information.
- F. Attain a 90% rate of patrons surveyed being aware that information about the community resources is available at the library.
- G. Conduct an assessment of current space and determine what changes can be made within existing space to improve the library environment.
- H. Provide a variety of spaces to serve the age groups represented within the community, with a particular emphasis on young adults, home schoolers and the physically/mentally challenged.

- I. Develop a list of local and other educational institutions by implementing the following:
- Staff will compile a list of local and other educational institutions using current knowledge and contacts, and local publications.
 - Staff assisted by volunteers will create a local resources file with contact names, addresses, telephone and fax numbers, and e-mail information, and develop a system to keep the file up-to-date.
 - Staff will continue contact with schools and families to maintain awareness of library potential for computer access and tutoring, homework center, acquisition of new reference materials, etc.
- J. Identify the diverse community groups within the population by implementing the following:
- Staff will compile a list of diverse community groups by brainstorming and by consulting with members of the Lower Cape CDC and other community agencies including schools, churches, professional groups, and government agencies.
 - Staff will contact organizations that do outreach, such as the Council on Aging and WIC.
 - From information gathered, staff will develop services.
- K. Develop, distribute and analyze a survey to identify the needs and priorities of these community groups by implementing the following:
- Staff, with help of Trustees and volunteers will develop a survey that will include questions on topics such as perceived space needs, library hours, library staffing, and technology.
 - Staff and volunteers will distribute the survey.
 - Survey will be analyzed with help of Friends, volunteers, and staff.
- L. Conduct annual evaluation of technological needs and resources by implementing the following activities: Ongoing
- Staff will continue to review use of equipment and software annually.
 - Staff will continue to analyze technological needs.
 - Staff will read reviews of new technology in magazines that focus on technology and in library literature.
 - Staff will review websites for content and authority and bookmark them if they seem to be potentially useful.
 - Staff will continually update Library website to include links to useful websites.

- M. The library should explore and utilize outreach opportunities via local media by conducting the following activities:
- With the help of Trustees, Friends of the Library and volunteers staff will hold discussions with newspapers, local magazines, Channel 8, and local radio stations.
 - Staff will continue to improve Library website, and advertise the website's features on cable station, print media, and radio stations.
 - Library Director will contact The Cape Codder to pursue their invitation to give us a monthly or bi-monthly column. Details of discussion will include how much space they will provide, what restrictions they may impose, etc. Library Director will also contact neighboring libraries (Wellfleet, Orleans) and ask them if they'd be interested in contributing to a newspaper column on a regular basis.
 - Trustees and Friends will educate the public on current sources of funding for the library.
- N. Should become a primary venue for events, programs, and current topics.

See "Eastham Library" in Implementation section

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